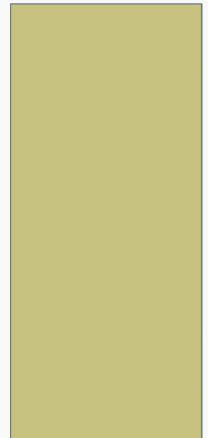


MEDICAL CASE MANAGEMENT

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WHAT IS MEDICAL CASE MANAGEMENT?

- Medical Case Management Services (including treatment adherence) are a range of client-centered services that link clients with health care, psychosocial, and other services. The coordination and follow-up of medical treatments is a component of medical case management. These services ensure timely and coordinated access to medically appropriate levels of health and support services and continuity of care through ongoing assessment of the client and other key family members' needs and personal support systems. Medical case management includes the provision of treatment adherence counseling to ensure readiness for, and adherence to, complex HIV/AIDS treatments. Key activities include: (1) initial assessment of service needs, (2) development of a comprehensive, individualized service plan, (3) coordination of services required to implement the plan, (4) client monitoring to assess the efficacy of the plan, and (5) periodic re-evaluation and adaptation of the plan as necessary over the life of the client. It includes client-specific advocacy and/or review of utilization of services. This includes all types of case management including face-to-face, phone contact and any other forms of communication. **(For Part A providers).**

GOAL

Maintain HIV
infected in systems
of primary medical
care to improve
HIV Related Health
Outcomes

- Licensed professional
- Acts as part of a multidisciplinary medical team
- Assist clients in following their medical treatment plan
- Comprehensive Assessment of



medication compliance,
adherence
risk reduction
patient education

Frequent contacts service providers
Frequent contact with community base social
support services
With patient consent case conferencing

SERVICE PLAN

Acuity Scale

- Medical ly Focused
- Goals consistent with assessment medical service needs
- Activities (work plan Action taken
- Follow up
- Time framed
- Realistic
- Patient Approved
- Supervisory

HRSA/HAB
PERFORMANCE
Measures

- 1. Percentage of HIV infected medical case management clients with a medical case management plan
- Percentage of HIV infected medical case management clients that have